

REMARKS

Claims 1, 2, 6-11, 14-16, 19, 20, 22-26, 28-32, 34-38, 40-42 were rejected under 35 U.S.C. § 102(b) as being unpatentable over Bateman et al., U.S. Patent No. 5,884,032 (Bateman). Claims 3, 4, 5, 12, 13, 17, 18, 21, 27, 33, and 39 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Bateman in view of Klein, U.S. Patent No. 6,279,125 (Klein). Claims 31-36 were rejected under 35 U.S.C. §101 as being directed to non-statutory subject matter. In light of the foregoing amendments and following remarks, Applicants respectfully request the Examiner's reconsideration and reexamination of all pending claims.

The independent claims have been amended to recite limitations that are not taught or fairly suggested in the limitations of Bateman cited in the Office Action. For example, independent Claim 1 has been amended to recite "transmitting a computer generated voice message to a telephone, wherein the computer generated voice message suggests selecting the automated option." Applicants note the Office Action asserts that Bateman discloses a voice application that interacts with an interactive voice response application to receive a voice signal citing column 7, lines 62-67. Applicants disagree with this characterization of column 7, lines 62-67. More particularly, Applicants assert that the cited section of Bateman merely discloses that his invention can be used to connect a multimedia user to an IVR callback system, in which help is available on a variety of topics. At the very least, Applicants assert that Bateman's IVR (interactive voice response) does not provide a computer generated voice message to a telephone, wherein the computer generated voice message suggests selecting the automated option as recited in amended independent Claim 1. As such, Applicants assert that independent Claim 1 is patentably distinguishable over the cited sections of Bateman.

PATENT

The other independent Claims 19, 25, 31, and 37 have been amended to include limitations similar to the limitations of independent Claim 1 argued above. For this reason, Applicants assert that all independent claims are patentably distinguishable over the cited sections of Bateman. The remaining claims depend directly or indirectly from the independent claims and are likewise patentably distinguishable for this reason.

CONCLUSION

Applicants submit that all claims are now in condition for allowance, and an early notice to that effect is earnestly solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is requested to telephone the undersigned.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicant hereby petitions for such extensions. Applicant also hereby authorizes that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to deposit account 502306.

Respectfully submitted,



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